



Request Module

The request module keeps track of all the requests made by content manager to create/update site or urls. It allows the content manager to assign the work to a developer, send attachments of related documents and links of related URLs. The request module displays a list of pending tasks assigned to the logged in user. Before and after the work is started by the developer the request has to go thru several checks and approval process.

Request Process

Request is created by Content Manager (CMGR) then sent to Program Office Administrator (POAdmin) who approves the request or Kills the request. If the request is approved by the POAdmin it is submitted to Web operations Reviewer (REV1), after his approval it is sent to Web Administrator (WebAdmin) who in turn assigns the request to Web Developer (WEBDEV). Once the work is completed, Inspector (AUDIT) does a final check before it goes into production. If he finds a problem he sends it back to Web Administrator's opinion.

See Appendix I for detailed diagram.

Role Responsibilities

CMGR - Content Manager creates request for adding or updating web site or web page. The request should include all required information and submit the request to POAdmin with optional comments.

POAdmin - Program Office Administrator can approve the request and send the request to reviewer with optional comments or disapprove the request and send the request back to content manager with optional reason. Program Office Administrator has a right to terminate the request.

REV1 - Reviewer reviews the request that POAdmin sent and submit to Web Administrator with optional comment to continue the request process.

WebAdmin - Web Administrator assigns the request from POAdmin to web developer based on request information. If the request is back from Inspector with problem, web developer makes changes. WebAdmin has the right to determine whether to release the changes to production or return to web developer.

WEBDEV - Web developer completes the request and sends the request to Inspector with optional comment.

AUDIT - Inspector audits web developer changes based on request and criteria. Release the changes to production or send the request back to WebAdmin if problems found.

Create Request

CMGR can create Request through the request add screen by clicking Add button in the mailbox screen. CMGR provides Request Type and names of Content Manager, PO Administrator, Reviewer, Web Administrator and Inspector, by selecting the info from the list boxes. He also provides description of the work to be done, Start date (which is today's date by default) and the date the job has to be completed as End date. He can attach supporting documents by clicking the Browse button and selecting files from pop window. He can attach 5 documents at a time. Webserve automatically generates a request number when the request is saved.

Edit Request

Assigned CMGR or administrator can edit request until it is approved by POAdmin. Once POAdmin approves the request it is locked and cannot be edited.

CMGR can click on request number link in pending task table to edit the request. The table fields include request number, start date, request type and content manager.

Workflow

Mailbox screen displays requests depending upon the role of the person logged in. You can select the request to see the status in profile screen and then go to the workflow screen where you can fulfill your role in the request process. (see Role Responsibilities for detail.) The workflow screen displays workflow process history. Click the number in the detail column to see comments and person information.

Appendix I

